



Estd. 1999 | Suryadatta Education Foundation's

SURYADATTA INSTITUTE OF HEALTH SCIENCES COLLEGE OF PHYSIOTHERAPY (SIHS-COP)

Recognized by Govt. of Maharashtra & Approved by Directorate of Medical Education & Research (DMER)
Affiliated to Maharashtra University of Health Science (MUHS), Nashik

Recognized by Maharashtra State Council for Occupational Therapy & Physiotherapy, Mumbai
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SIHS Recipient of Best Physiotherapy College State Rank 7th & All India Rank 46th by IIRF 2022 Medical & Allied Rankings



Ref. No. : SEF/SIHS-COP/939/2025

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Suryadatta Institute of Health Sciences, College of Physiotherapy

Student Grievance Redressal Committee (SGRC)

Academic Year: 2025–2027

In accordance with institutional policy and regulatory guidelines, the following **Student Grievance Redressal Committee (SGRC)** is hereby constituted to address and resolve student grievances in a fair, timely, and transparent manner.

Committee Composition:

| Committee roles | Name | Designation | Mobile No | Email Address |
|----------------------|-----------------------|-------------------------|-------------|-------------------------------------|
| Chairperson | Dr. Seemi Retharekar | Principal cum Professor | 9765551321 | seemi.retharekar@suryadatta.edu.in |
| Member & coordinator | Dr. Sridhar Shirodkar | Professor & HOD | 8692919922 | sridhar.shirodkar@suryadatta.edu.in |
| Member | Dr. Harshada Kumbhar | Professor & HOD | 95452 56163 | harshada.sonawane@suryadatta.edu.in |
| Member | Dr. Rajkiran Tiku | Professor & HOD | 99832 29228 | rajkiran.tiku@suryadatta.edu.in |
| Member | Dr. Ankita Talreja | Asso. Professor | 96378 40532 | ankita.talreja@suryadatta.edu.in |
| Special Invitee | Mr. Onkar Raut | Student Representative | 72489 78071 | onkarraut171@gmail.com |



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Standard Operating Procedure

STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC)

Purpose: To establish a transparent, inclusive, and time-bound mechanism for addressing student grievances at SIHS College of Physiotherapy, ensuring institutional accountability and student welfare.

Scope:

This SOP applies to all students, faculty, and administrative staff involved in grievance Redressal processes at SIHS College of Physiotherapy.

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC)
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:

a) A Professor - Chairperson

b) Four Professors / Senior Faculty Members of the Institution as Members.

c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.

(iii) At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.

Tenure

- Chairperson and Members: **Two years (2025–2027)**
- Special Invitee: **One year (2025–2026)**

Operational Guidelines

- **Quorum:** Minimum of three members (excluding the special invitee) including the Chairperson.
- **Procedure:** All grievances shall be considered following the principles of natural justice. All grievances shall be considered following the principles of natural justice. The SGRC shall deliberate, investigate, and document proceedings with fairness and confidentiality.



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- **Reporting:** The SGRC shall submit its report and recommendations to the competent authority and share a copy with the aggrieved student within **15 working days** of receiving the complaint.
- **Appeal:** Students unsatisfied with the SGRC's decision may appeal to the **Ombudsperson** within **15 days** of receiving the decision.

APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

The institute shall appoint Ombudsperson for Redressal of grievances of students

Under these regulations:

There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.

The Ombudsperson shall be a retired Professor has minimum of 10 years experience.

The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.

The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.

Documentation & Confidentiality

- All proceedings, reports, and communications shall be documented and archived securely.
- Student identity and grievance details shall be kept confidential unless disclosure is legally required.

Review & Amendment

- This SOP shall be reviewed biennially by the Institutional Governance Committee.
- Amendments may be proposed based on feedback, regulatory updates, or institutional needs.

